

Post-Discharge Calling

Post-Discharges Services:

- Improve HCAHPS scores and patient satisfaction
- Enhance the overall patient experience with an added touch-point
- Address patient concerns or questions that can trigger readmissions

Overview

One of the largest multi-hospital health systems in the Southern U.S., with service areas covering a population of over 1 million people, experiences nearly 500,000 patient visits annually through its hospitals, clinics, rehab, surgery centers and health centers. As an active participant in the Medicare Accountable Care Organization program, this health system partners with physicians and healthcare providers to provide high quality service and care while reducing healthcare costs through enhanced care coordination.

Challenges

Realizing a gap in patient follow-up post-discharge from their hospitals, this health system was looking to address patient concerns or questions after their hospital stay while searching for a solution that could also improve their HCAHPS satisfaction scores.

Solutions

As the leader in patient communications, this health system turned to Stericycle Communication Solutions for immediate patient outreach through post-discharge calling services. By contacting patients discharged from multiple units, the healthy system experienced a significant increase in HCAHPS satisfaction after just six months.

Contact us for more information regarding outbound calling services

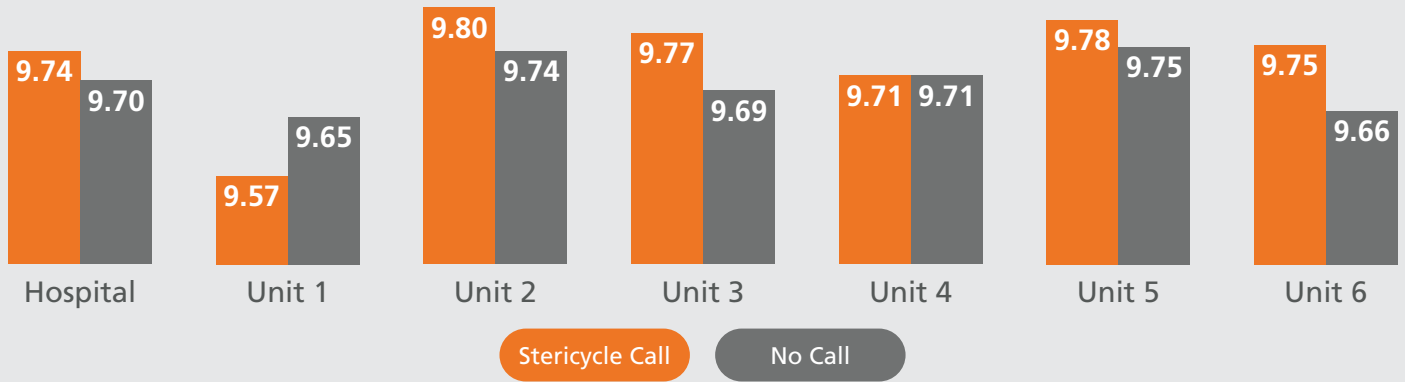
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Results

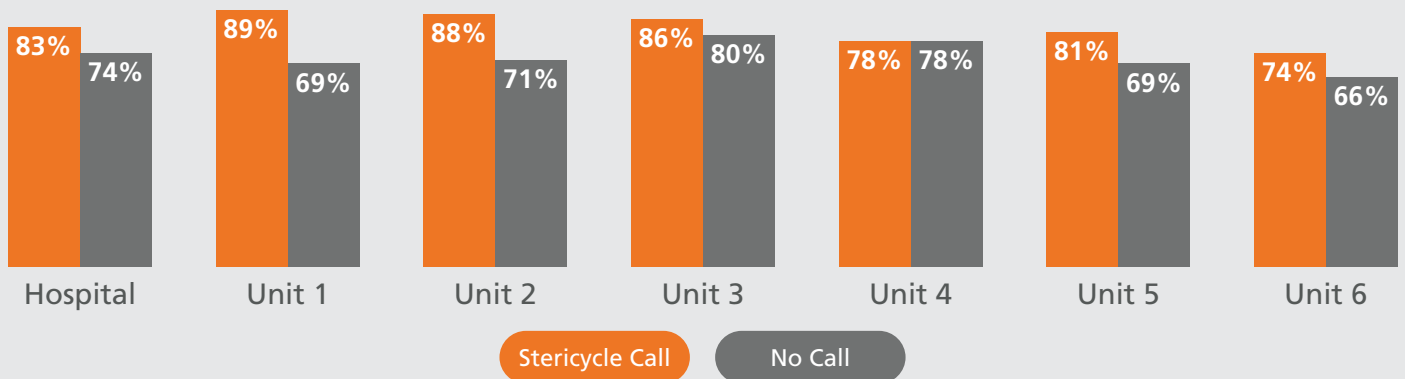
Patients who received and completed a post-discharge call from Stericycle Communication Solutions rated their experience higher than those who did not receive a call. There is a strong correlation between the post-discharge call and the user experience as shown in Figure 1.

Figure 1: HCAHPS Rating for Overall Experience



Overall, the health system experienced an increase of nine percentage points in the “would recommend” HCAHPS question when patients received a follow up call versus those who did not (see Figure 2).

Figure 2: HCAHPS Response for “Would Recommend”



Further detail shows how patients respond more positively to HCAHPS questions when the patient received a follow-up call compared to those patients who did not, with one unit even experiencing a difference of 30 percentage points (see Figure 3).

Figure 3: HCAHPS Responses by Unit

